

United States Senate

WASHINGTON, DC 20510

July 15, 2020

The Honorable Steven T. Mnuchin
Secretary of the Treasury
U.S. Department of the Treasury
1500 Pennsylvania Avenue NW
Washington, DC 20220

The Honorable Charles Retting
Commissioner
Internal Revenue Service
1111 Constitution Avenue, NW
Washington, DC 20224

Dear Secretary Mnuchin and Commissioner Retting:

Thank you for your leadership and hard work over the last three months to distribute Economic Impact Payments and create streamlined payment information processes. We commend you for distributing the vast majority of these payments in record time, but we are writing to address the persistent problems our offices are hearing from constituents.

Although over 150 million Economic Impact Payments have been distributed, we are continuing to hear from eligible constituents who have not received their payments due to what appears to be glitches in the Internal Revenue Service's processes. For example, many constituents have used the "Get My Payment" tool online and have been told they were eligible and that the IRS had their direct deposit information to distribute the payment. Despite this, they have still not received their payments after a number of weeks. Additionally, many constituents have been told by the IRS that they simply need their direct deposit information to receive their payment, but when they use the "Need More Information" tool online, they receive an error message saying they are not recognized on the website. When they attempted to follow up through the stimulus hotline, they were told by the IRS that they were unable to take their personal information and then transferred to a prerecorded message saying that due to high volume they could not take their call. They are understandably frustrated that there is no viable way to follow up to receive an update on the status of their payment.

We urge you to take steps to continue to improve your online tool to ensure that eligible individuals can promptly receive their payments or create additional outlets for them to receive information on the status of their payments. Although several IRS facilities were closed or operating in a telework setting over the past several months amid the pandemic, as facilities in states across the country, including Georgia, have reopened, we would like to know the progress the IRS is making to move through the backlog of inquiries so Georgians can promptly receive answers. We also implore you to make use of the IRS Office of the Taxpayer Advocate in addressing concerns with Economic Impact Payments to help alleviate the backlog, since the office is not currently being utilized for this purpose. Considering today is the extended tax filing deadline, which will bring another wave of inquiries, we expect the IRS to develop an innovative plan to reduce the size of the backlog as soon as possible, since resuming operations at the current pace is unacceptable.

As you work to review the current tools in place, accelerate the resumption of operations, and improve the current processes to work through the backlog to better serve the American people, we hope you continue to work with Congressional offices to assist our caseworkers in fielding questions. We also respectfully request a staff-level briefing to explain how the Department of the Treasury and Internal Revenue Service will work to ameliorate these problems. In addition, we look forward to hearing from you regarding ways to ensure Congress is giving the IRS the necessary resources to process these requests. Thank you for your attention to our concerns and recommendations.

Respectfully,



David A. Perdue
United States Senator



Kelly Loeffler
United States Senator